

# THE TRANSFORMER

## THE TRANSFORMER PURPOSE, PUBLISHER, & HOW TO SUBMIT ARTICLES

**Purpose.** The purpose of "THE TRANSFORMER" is to provide all Air Force transporters a chance to see what their counterparts are doing in the quality arena. It is a product of an Air Force Wide Transportation Process Action Team whose mission was to find a way to communicate quality crosstell information to all transporters. This service is only one part of a three-part process to gather crosstell and then pass it on to all transportation organizations and units. We encourage you make copies of each issue and pass them on to all personnel in your unit. "THE TRANSFORMER" is distributed on a quarterly basis. If your unit personnel would like to contribute, please contact your organization or MAJCOM POC (MAJCOM POCs are listed at the end of this document). **If you have a good idea, share it!**

**Publisher.** The office responsible for the management of the crosstell program is HAF/LGT with delegation to the Joint Personal Property Shipping Office-San Antonio, Texas (JPPSO-SAT). Your crosstell inputs for this issue are greatly appreciated. Crosstell articles will continue to be posted to the AFQI Transportation Conference Bulletin Board Service. The site administrators are Major James M. Lyon, at DSN 954-7255/7254 or commercial (210)821-7255/7254, and SMSgt Dave Carpenter, at DSN 954-7283 or commercial (210) 821-7283. Also, you may reach them by dialing 1-800-599-7709, dial 4-digit extension when connected. Their FAX number is DSN 954-7294/7296 or commercial (210) 821-7294/7296. Also you may dial 1-800-599-7708 to forward a fax. As an invitation for all organizations, you are urged to continue submitting input to your MAJCOMs for **THE TRANSFORMER**, a



product of the Air Force Director of Transportation's Quality Crosstell Program. Any information you feel is of interest to Air Force Transporters will be published in the quarterly editions.

**How to Submit a TRANSPORTATION CROSSTELL.** The crosstell can be a quality initiative, better ways, lessons learned, PAT results, etc. Crosstell may be submitted in two ways: (1) A Perform Fil Software application file of the same format which can be downloaded from the Air Force Quality Institute's Bulletin Board



"A GREAT WAY OF SHARING  
QUALITY CROSSTELL  
INFORMATION"

Service (DSN 493-5802) Transportation Crosstell Conference File section. You can also get a copy by contacting your MAJCOM POC. (2) A simple fax or e-mail explaining your crosstell. The crosstell you originate has to be an action that has had some results, positive or negative. Once you complete the crosstell form (hard or electronic copy), contact your MAJCOM POC for further directions. We encourage your participation and ask that you make copies of the "The TRANSFORMER" and the Transportation Crosstell Form and distribute them throughout your unit.

## CUSTOMER SERVICE

**Commitment to Customers.** During a recent QAFA at Howard AFB, Panama, a potential **BENCHMARK CANDIDATE** was identified: 24TRNS/LGT developed *Information Brochures* which detailed each flight's services (who we are & what we do) and provided customers with key point of contacts and phone numbers. These information brochures were distributed basewide and placed in squadron customer service areas to promote trust and confidence in the unit's services. Innovative ideas like these demonstrate "**COMMITMENT TO CUSTOMERS.**" For more information, contact 24TRNS/LGT, DSN 284-3715. MSgt Reginal McGregor, HQ ACC/IGILT,

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Langley AFB, VA, DSN 574-8741.

## AERIAL PORT OPERATIONS

**Air Transportation Apprentice Course, LABR2T231-003.** You asked for it, now we have it! As of January 1995, the Consolidated Aerial Port Subsystem II (CAPSII) is up and running in our 3-level course. Thanks to HQ AMC for all their help in making this a reality. Students graduating from the new course will now receive 11 credit hours (versus 9 in the old course) towards their CCAF degree.

The apprentice course still teaches students the manual processing of cargo and passengers. But, our last block of class instruction now brings everything together in a mechanized format with CAPS II. This new block will better prepare our graduates to perform in our computer oriented terminals.

Recently, we have received many graduate assessment surveys from the field. We thank you for your input, keep it coming! Supervisors have commented on the degree to which graduates are able to complete certain tasks. The Specialty Training Standard (STS) should help clarify any misunderstanding of what to expect from the arriving graduates. Training does not stop once they depart the technical training environment. It is a progressive process which must be continued by everyone involved. Information concerning the STS is addressed at the Utilization and Training Workshop (U&TW). If there is an area that seems to need more attention than what's currently being taught, contact your MAJCOM functional manager. MSgt Gonzalez, 345 TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-4910.

**Interested in Becoming an Instructor.** We are always looking for highly motivated 2T2's to become instructors. Individuals must be an E-4 or E-5 and able to obtain a Community College of the Air Force degree within one year of arrival at Lackland AFB. Interested? Visit your MPF and complete an AF Form 109, Special Duty Application. MSgt Gonzalez, 345 TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-4910.

## VEHICLE MAINTENANCE

**Alternative Fueled Vehicles.** We are meeting the challenge for cleaner air. We have converted 52 vehicles to dual fuel (CNG & MOGAS), installed a service station for CNG, leased 11 pure CNG fueled assets from GSA, received 2 minivans that are pure CNG from AF pri-buy program, and have plans to convert another 29 vehicles this year. To reduce waste flow, we recycle R-12, R-134A, anti freeze, paper, metal, used oil, tires (by recapping), and cleaning solvent. We are scheduled to receive an all-electric vehicle and plan to work with Wright Lab's Power Components Aerospace Power Division to improve travel distance per charge on this and possibly other electric vehicles. Mr John Mayfield, 88 TRNS/LGTQ, Wright-Patterson AFB, OH (AFMC), DSN 7 8 7 - 3 8 0 5, E M A I L : mayfield@wpdis01.wpafb.af.mil.

**General Purpose Advanced Course Training.** Good things come to those who wait! This is especially true for those of you waiting for the start-up of the advanced training courses that have been in abeyance since May 1993. Although the downtime was considerable, it has been time well spent. Modernization of the courses includes: new test equipment, training aids, vehicles, and diagnostic procedures. A start-up date of October 1995 is just around the corner, so let's take a look at the courses and their changes.

**\* Vehicle Diagnostic Test Equipment, L3AZR2T451-001.** The combination of our 15-day vehicle diagnostic test equipment course and our 10-day AC electrical course has produced a 20-day vehicle driveability course. This new course places great importance on hands-on training. Refinement of troubleshooting skills comprises over 70% of total class time. Accurate diagnosis of vehicle systems such as air bags, distributorless ignition, multiport fuel injection, charging systems, starting systems, and computer controls is paramount. Each student will learn proper utilization of digital multimeters, handheld scanners, computerized diagnostic machines with digital oscilloscopes, fuel injection test equipment, and volt/amp testers. Graduates will obtain advanced diagnostic

skills enabling them to troubleshoot even the most complex vehicle malfunctions.

**\* General Purpose Automotive Transmission Maintenance, L3AZR2T451-003.** Increasing usage of computer controls and transaxles has prompted some subtle changes to our automatic transmission course. The course length will remain at 12 days, even with the infusion of new information and equipment. The older 727 torqueflight transmission is being replaced by the A604 transaxle typically found in many newer Chrysler sedans. Incorporation of electronic transmission technology into new vehicles has created a requirement for computer diagnostics. We addressed this issue by adoption of advanced scan tool diagnostics into the course. Students will properly disassemble, inspect, and reassemble both transmissions and transaxles to promote better understanding of complete system diagnosis.

**\* Steering Systems Wheel Alignment and Transaxle, L3AZR2T451-006.** Our front-end alignment, steering/suspension system course also has a few new wrinkles. Much like the 001 course, hands-on training time has dramatically increased. Individuals will not only learn proper alignment techniques, but also steering/suspension system repair, and antibrake system (ABS) diagnosis. Students will analyze diagnostic codes and accomplish pinpoint testing on every component in the ABS. Modernization is the key factor in this course, and we have left no stone unturned in the achievement of this goal.

**\* General Purpose Vehicle Automotive Air Conditioning, L3AZR2T451-007.** Some of the most exciting news coming from the 345th Automotive Flight emanates from our advanced air conditioning course. The phaseout of R12 and usage of R134a, along with strict regulations on the recovery and recycling of old refrigerant, has created a demand for certified air conditioning specialists in the field. It's not enough just knowing the proper testing and charging procedures anymore. Technicians must become certified to work on these systems. We have incorporated Environmental Protection Agency (EPA) certification into the course curriculum without exceeding the 5-day course length. Graduates successfully

completing the certification test will receive their EPA certificate through the mail shortly after returning to their base.

Although the wait for advanced courses has been long, take heart, there is light at the end of the tunnel. October 1995 will be here before you know it, so get your most deserving troops ready. The new and improved General Purpose Advanced Training Courses are here, so reserve your slots early because seating is limited. If there are any questions concerning the content of these courses, please give us a call. MSgt Alburger/SSgt Temple, 345TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-1815.

**Special Purpose Vehicles and Equipment.** As most of you know, automotive courses moved to Lackland AFB, TX during the spring of 1993. A total of 40 special purpose classes have graduated at Lackland AFB.

Classroom lecture is conducted at Lackland AFB while all "hands on" instruction is accomplished at Kelly AFB. The first three blocks of instruction are common to all automotive courses and include: gas and diesel engines, steering and suspensions, drive trains, brakes, electrical, hydraulics, and heating and air conditioning. The next five blocks are special purpose unique and include: 25K loaders, 40K loader air system, deicers, sweepers, snow plows, snow blowers, scrapers, forklifts, cranes, and tractors.

There are two advanced courses up and running, Landoll and Emerson 25K Loader. These courses are taught by the Mobile Training Team (MTT), which visits several bases a year in order to hone the skills of special purpose mechanics. We are currently gathering information to implement the new 60K loader into the basic course. The advanced diesel course is still on hold, but is being worked with the intention of resident and Mobile Training Team classes being held in the near future.

More changes are in store for the future with the projected move to Port Hueneme, CA, during the spring/summer of 1996. In case you haven't heard, the Air Force and Navy automobile mechanic schools are scheduled to merge. The Interservice Mechanic Apprentice Course will provide apprentice level training in maintaining and isolating malfunctions of military and

commercial vehicles to Navy and Air Force personnel. The common core items will be taught to both services during the first 50 days, then the classes will split and continue on to their respective Air Force or Navy units of instruction. This move will provide an opportunity to combine resources and produce an outstanding mechanics school which can only improve the quality of instruction. We will keep everyone advised about the move and advanced courses. If you have any questions, comments, or an interest in becoming an instructor, please give us a call. MSgt Jerry Smith, 345 TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-4920/4630.

**Freon R-134 Conversion.** Converting to environmentally safe products seems to be the trend. Freon is no exception. We plan to replace freon in all vehicles manufactured before 1993, using the captured R-12 to keep mission critical vehicles, i.e., refer types operational. At this time there are no published guidelines or kits for the conversion process, so we have developed what we think is an inexpensive method. The process starts with installing valves to accommodate R-134. A new condenser is installed because R-134 reaches a higher temperature than R-12 and is expected that some of the baked on plaque in the coils may break free, contaminating the new gas. A new dryer/filter will be installed for the same contaminating theory. This process will ensure a catastrophic failure emits no contaminated freon R-134 into the atmosphere. Our goal is to keep this conversion process under \$300.00 per vehicle. Mr Don Fraser, 90TRNS/LGTM, F.E. Warren AFB, WY (AFSPC), DSN 481-3872.

**Local Purchase of Automotive Batteries.** As a result of a recent suggestion (Vanc 94-0004) at Vance AFB, batteries can now be locally purchased. Contract operated bases at Vance can purchase batteries locally, where previously they couldn't. Batteries purchased are dual terminal (have both top and side posts). Batteries should be "Maintenance Free," i.e., sealed tops, not requiring servicing of electrolyte. This will eliminate corrosion of terminals and battery trays. Batteries such as the Delco 70DT50 (450 CCA), 70DT60 (550 CCA), 70DT72 (675 CCA), 78DT72 (875 CCA) require no servicing, draining or neutralizing acid. You receive a warranty with a local purchase versus no warranty

from the DEPOT. Reduced stock levels are experienced. Dual post batteries replace need for several batteries of different sizes and post types.

Three of the four Delco batteries are the same case size which broadens applications. Supply stock levels in the battery shop and warehouses are substantially reduced by using dual post batteries. This process eliminates corrosion from posts and cables, battery trays and disposal of batteries as hazardous waste, and it eliminates baking soda costs and man hours to neutralize batteries. MSgt Richard Perry, 71st Logistics Squadron, Vance AFB, OK (AETC), DSN 940-7303.

**Latrine Servicing Truck Modifications.** The Landoll latrine servicing trucks (LST's) used at Altus are designed to service aircraft which have a waste dump valve that is higher off the ground than the pump system of the LST. The C-141 and C-5 are designed low to the ground and therefore the pump system did not work as designed. We fixed the problem by replacing the original pump with a Racine centrifugal trash pump costing \$2000.00. The new pump works fine and has saved an estimated \$1000.00 a day on the cost of contracting out latrine servicing for our aircraft. MSgt John M. Paine, 97 TRNS/LGTM, Altus AFB, OK (AETC), DSN 866-5980.

**Vehicle Maintenance Customer Service Sections.** Our vehicle maintenance function has streamlined the process of turning in vehicles for scheduled maintenance and repairs. As transporters know, the old DQA function has changed its name to Customer Service. The majority of bases changed the name without changing the process, keeping the Customer Service section as the focal point for vehicles turned in for maintenance. It is plain to see that changing the name of a section alone will not enhance customer service. With quality improvements in the forefront, this is what we have accomplished.

Each major repair element such as Allied Trades, Tire Shop, General Purpose, and Special purpose are responsible for their own Customer Service section, providing in/out QC and workorder initiation. The shop responsible for repairing the vehicle works directly with the customer through the entire process, ensuring all needed

repairs are identified. This eliminates the middle man or the old DQA and places the responsibility directly on the shop that performs the maintenance on the vehicle; thus creating empowerment and ownership.

Each shop has a sign clearly identified as their own customer service section. Also, Maintenance Control has designed a customer feedback form that the operator receives when they pick up the repaired vehicle. This feedback form provides crucial information from the customer on how we can improve our service to better their needs. SSgt Timothy Berek, 37 TRNS/LGTM, Lackland AFB, TX (AETC), DSN 473-5118.

## VEHICLE OPERATIONS

**Vehicle Management - Keeping Pickup Truck Cargo Areas in Good Shape.** In use for many years there are two types of pickup bed liners. The first is a fiberglass or plastic slip-in, preformed to fit the contours of the bed of a particular model. A major benefit of slip-in liners is that they are removable by taking out a few anchor screws or bolts. The second, newer form of liner, is a spray-on type, which requires specialized equipment to apply it. The major drawback is that the spray-on liner is "permanent," and not intended to be removed.

Bed liners are not offered as an option by the "Big 3" vehicle manufacturers (GMC, Ford, and Chrysler) when Air Force buys new pickup trucks. Because of low demand and their availability as add on vehicle equipment, MAJCOMs have indicated a preference of not including bed liners as a standard option. When units want them, bed liners are bought as organizational equipment by the using unit. On the other hand, even though they are listed as an increased price option when leasing vehicles from GSA's Interagency Fleet Management System, large fleet operations should negotiate this item with GSA. The bed liners protect a GSA asset for their benefit so they should be paying for any bed liners. Bed liners will preserve truck beds. Mr John Moroney, 615 SMSQ/LGTV-MEEP (AFMC), Eglin AFB, FL, DSN 872-4217, EMAIL: MORONEY@EGLINAF.MIL

**Vehicle Operations Training.** In January 1994, the first Vehicle Operations

Apprentice class completed their training. This marked a very important event in transportation history -- for the first time, Vehicle Operators would be attending formal training for their specialty. In December 1994, the first Vehicle Operations Craftsman class completed training. Both courses were a result of the CSAF Year of Training Initiative. Much has transpired since the first apprentice class graduated and, through continuous improvement, more change will take place. This article will address the past, present, and future of Vehicle Operations training and field-level training concerns.

The apprentice course is 30 academic days (6 weeks) in length, and CCAF accredited for 12 semester hours. We trained 750 students in FY94. The number of students trained per year will level off to approximately 450. The initial course curriculum was written in only 3 months and has undergone two rewrites. The second rewrite is in validation, and we are currently working on a third.

The third rewrite will expand AFIS/DAFIS/CAFIS to include hands-on training, lengthen operating time on 28 and 44 passenger busses, and add basic fundamentals of tractor/trailer and wrecker operations. These changes are a result of field-level feedback brought to the July 1994 Utilization and Training Workshop (U&TW) by your MAJCOM functional managers. The resulting changes to the Specialty Training Standard (STS) are awaiting approval, and will be part of the Career Field Education and Training Plan (CFETP).

The craftsman course is 10 academic days in length and CCAF accredited for 3 semester hours. The course is scheduled to graduate 115 students in FY95, and it is quite unlike the old management course some of us attended prior to FY93. Designed to enhance teamwork, the course is group paced and involves extensive real world scenarios. The students analyze problems, develop ideas, simulate a course of action, and prepare their presentation using laptop computers.

We are constantly looking for ways to improve your course by gathering input through customer surveys. Training is a continuous process, and a complete understanding of the STS will ensure continuous training continues in the work environment. The STS has three parts:

cover page with instructions, proficiency code key and qualitative requirements (task item table). Following is a short example of their correlation and how they are used: Looking at the *qualitative requirements*, at the schoolhouse we teach task item 3p to a "1a" proficiency level. When the trainee hits the field, Job Qualification Training (JQT) to the "3c" level is required within 90 days per *instructions on the cover page*. Proficiency levels (A through 4d) and their meanings are found in the *proficiency code key*. MSgt Nicholas Balderama, 345TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-4936/4937.

**Base Vehicle Operations Customer Service Improvements.** In customer service, we have constructed a customer service counter, provided newer equipment, better trained personnel to handle customers, and revamped our UDI program. The program is centered around the tenant of the customer only signing for the vehicle; we VIP the vehicle, gas it up and bring it to them. Customers are extremely pleased with the decreased amount of time required to get the vehicle--having the vehicle brought to them, ready to go. 2LT Jay Swiger, 97 TRNS/LGTO, Altus AFB, OK (AETC), DSN 866-6242.

**CONVEX MIRROR.** The 42d Transportation Flight at Maxwell AFB is led by Major Bennie J. Stanford. The vehicle operations and maintenance areas are contractor operated. We are always looking for ways to improve our customer service and overall operation. One of our QAEs, Mr Jim Ferry, initiated a good idea that we wanted to share with the rest of the transportation community. Mr Ferry acquired two, 36" convex mirrors and placed them strategically in the yard so they could be used by all drivers to check their lights. The problem in the past is that it required two people to check lights on most vehicles and that causes delays and is really inefficient. Mr Ferry also had a sign developed that reads "Think Safety Check Your Lights." The impact here is that most drivers can check their lights individually which saves time, energy, and manpower. It also provides the motivation to do it during all types of weather, because let's face it when it is raining or extremely cold, the last thing a driver wants to do is get out of their vehicle to check the lights. The drivers are using the mirrors more and more every day. It is a good initiative I am sure other bases may already use, but if not then try it out. 1LT

David Durisin, 42 LGT, Maxwell AFB, AL (AETC), DSN 493-5785.

### TRAFFIC MANAGEMENT

**Surface Cargo Shipment Documentation.** HQ AFMC is currently working to reduce TCMD errors for Air Force cargo transshipped through seaports. If you have any questions regarding correct documentation or general shipping procedures for this cargo, please contact the following USAF Water Port Logistics Office:

**East Coast/Gulf Seaports**  
DSN 247-6373/5971 or Comm (201) 823-6373/5971

**West Coast Seaports (except Alaska)**  
DSN 859-2011/2012 or Comm (510) 466-2011/2012

**Seattle (Alaska Shipments)**  
DSN 744-3116 or Comm (206) 764-3525

Capt Mark Sauer, USAF Water Port Logistics Office (AFMC), Military Ocean Terminal Bayonne, NJ, DSN 247-5972.

**PPPO Booking PAT.** The JPPSO-MASS conducted a test of counselors booking selected shipments at the Hanscom AFB PPPO (15 Oct 93 - 20 Jan 94) while the customer was counseled. The test was intended to improve customer service by implementing one stop shopping for the customer in providing a confirmed household goods pack/pickup date and carrier/agent name (i.e., book a shipment) at the time of counseling. The test plan prescribed the types of shipments eligible for counselors to book. Shipments were deferred to the Movement Control Division which we knew would require excessive time to book and therefore defeat the objective of the test, i.e., member requests for a specific carrier/agent, short notice pickup/delivery, DPM, NTS, and OTO.

The test was a success as the counselors overwhelmingly demonstrated the ability to book shipments during counseling. The Process Action Team (PAT) did not recommend adopting this method of operation because of the low percentage of customers affected (34%), the larger percentage (60%) who felt a post card notification after counseling (72 hours) was sufficient notification. There would also be numerous managerial

issues that would require ongoing attention due to our TDR rate areas. Using our current procedures, the date a member requests during counseling is indeed the date obtained by the Movement Control Division 99% of the time. Exceptions are generally confined to peak summer cycle periods when the entire moving industry is approaching saturation. Customers surveyed during the test felt obtaining carrier/agent name at counseling was not a high priority. What is important is rapid confirmation of the requested pickup date. Maj Joseph Gladkowski, JPPSO-MASS, Hanscom AFB, MA, DSN 478-7690.

**TOPS...Coming of Age.** Transportation Operational Personal Property Standardized System (TOPS) is a revolutionary DOD automated computer system used to teach Air Force Transportation schoolhouse students the intricacies of personal property entitlements and authorizations.

In the TOPS block of instruction, the students are taught how to use the TOPS computer system. This is the last block of instruction in the household goods arena. It enables the student to experience hands-on training, recognizing how all previous learned material comes together. The block is presently 4 days long, with course time devoted to the student in the computer lab. Of the six modules that TOPS offers for instruction and processing, we teach five of those areas (inbound, outbound, NTS, counseling, and general). We don't teach the Quality Assurance module and all its various functions in TOPS because it is beyond the immediate scope of 3-level training.

The TOPS hardware used is state of the art. Our processor is the SUN Sparc 20 model, which provides blink-of-the-eye responses compared to our previous model. We are currently running the latest software version available to TOPS sites which has the tremendous benefit of allowing the student to actually see and work on what they will be using in the field.

Students' responses have been enthusiastic both during and after TOPS training. Students understand the responsibility they assume when counseling, routing and booking shipments for onward movement or storage. This sense gives students the attitude and

enthusiasm they need to succeed on the job.

Along with my Alternate Systems Administrator, TSgt David Lalich, we hope the product we send you lives up to your expectations. If not, please call. TSgt Scott Hood, 345 TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-4245.

**TMO Working Environment Improvements.** Personnel assigned to the air freight, surface freight and packaging elements at Altus were working in an open warehouse environment. Now, through the benefits of self-help projects, air freight has a three-room modular office, surface freight has a six-office complex and the packaging line is enclosed and personnel can work in a climatic controlled work area. These projects have significantly improved working conditions in the traffic management flight and boosted the morale of the employees. Mr Perry Souder, 97 TRNS/LGTT, Altus AFB, OK (AETC), DSN 866-7245.

**Cancellation Of Code 3 Household Goods Test Between CONUS And Korea, Japan, And Okinawa.** CDRMTMC/MTOP-T-NP message 211822Z MAR 95 announced cancellation of subject test during the International Summer (IS95) rate cycle. PPSO's should not book any code 3 shipments and disregard instructions contained in Chapter 16 of the International Personal Property Rate Solicitation, I-6 dated 1 Apr 95. We will keep you apprised on the future status of this test program. Point of contact for MAJCOMs is Mr Curt Harrington, AF/LGTT, DSN: 227-1073, COML: (703) 697-1073.

**New Do-It-Yourself (DITY) Move Pamphlet.** We are working with the other Services to develop a Tri-fold handout on the DITY program. The purpose of the pamphlet to assure that our members are better informed on the availability of the DITY program and the criteria for participation. Estimated completion date is December 1995. Point of contact for MAJCOMs is Mr Curt Harrington, AF/LGTT, DSN: 227-1073, COML: (703) 697-1078.

**New "It's Your Move" Pamphlet.** The 1994 It's Your Move Pamphlet, AFP 75-45 (Revised 94) is available through Publication Distribution Office (PDO) channels. Assure that your requirements are on file with your PDO. Point of contact

for MAJCOMs is Mr Curt Harrington, AF/LGTT, DSN: 227-1073, COM'L: (703) 697-1073.

**Outbound Personal Property Shipments.** The Traffic Management Office at Maxwell AFB, AL, recently implemented a system to handle the recurring mass influx (approximately 750) of outbound personal property shipments within a two month period.

Our previous system required hard copies of orders before pick up dates could be scheduled. Since orders usually came a few weeks before the member's actual departure, providing advance notification and documentation regarding shipments to the local agents/carriers were almost impossible. Customers literally waited hours in the lobby to obtain appointments for counseling. TMO personnel spent hours overtime processing paperwork for these shipments.

For our new system, we maintain two log books (Domestic-including NTS and Overseas household goods/unaccompanied baggage) with the maximum number of pick ups the local agents/carriers can handle per day; and members' name, rank, destination of shipment, and estimated weight. We attend all outbound relocation briefings. There we have each individual requesting a shipment(s) complete an AETC Form 280, providing the necessary information for arranging shipment of their property and a requested pick up date. The pick up dates are scheduled at that time. We then suspense these forms awaiting members' orders. Outbound assignments provides us a copy of the orders the day they are signed by the certifying official, which is at least 2 weeks before the member receives a copy. We then contact the member to schedule a date for the actual appointment. The benefits:

- Eliminated the extra man-hours required to process these shipments.
- Saved the government money previously paid to civilians for overtime.
- Eliminated the long waits to obtain appointments for pick ups.
- Reduced the anxiety and uncertainty felt by our customers about whether or not their requested pick up dates were available.
- Enabled local agents/carriers to receive timely notification and documentation prior to the pick up members' property.

- We control the daily work load.

SSgt Rodney Phillips, 42 LGT, Maxwell AFB, AL (AETC), DSN 493-7773.

**Desktop Electronic Filing System.** Faced with a shortage of base staging area storage facilities for personal property shipment records, we researched the possibility of utilizing new technology and purchased a Desktop Electronic Filing System. There are several on the market, we selected the Canofile 250 model. The Canofile is a highly efficient desktop electronic filing system that stores record information on a computer CD ROM and provides visual access and immediate retrieval of all stored information. Working with HQ USAF/LGTT, we obtained legal and IM approval to insure we met and continue to meet all shipment record storage longevity and signature requirements for long term storage of records.

We were particularly impressed with the system's ability to rapidly access stored information and the ease of producing soft copies. The system storage disks are easy to use, convenient to store, and provide a safe, compact and reliable system to store data. Training personnel on the system was an initial concern, but after a brief training session provided by and conducted by the Canofile representatives, we found the system was so user friendly that personnel were able to operate the system the same day they were trained. We are continuing to test the system's capabilities to look for new ways to improve upon its unlimited possibilities. Mr Don Fichtel, JPPSO-COS, D S N 6 9 2 - 9 2 2 3 , E - M a i l : DFICHTEL@SPACECOMAF.MIL

### COMBAT READINESS & RESOURCES

**UTC Deployment Folders.** Sometimes changing the order in which you perform certain tasks can result in substantial time savings. Our plans and programs section developed UTC deployment folders containing vital information needed to coordinate military and/or commercial transportation for real world tasking. The following items are included in these folders:

- A list of all AFSC's and the number of each
- A list of all deployment items required

- A list of cargo weights and dimensions
- Estimated weights for A, B and C bags
- Estimated weights for personal bags
- Total ammunition weight, caliber, round count, net explosive weight and container size
- List of fire arms
- Hazardous cargo certification forms (completed)
- MSDS's for all hazardous cargo

During taskings, it's not uncommon for Mobags, Munitions and other supporting units to become extremely busy, often slowing service to you the customer. Establishing these folders ahead of time, not only reduces these unit's workloads, but can also free up many hours that the UDM would normally spend gathering information. The bottom line, is this method speeds up transportation coordination. MSgt Lee Oswalt, 97TRNS/LGTR, Altus AFB, OK (AETC), DSN 866-7395.

**From the World of Hazardous Materials.** Staying up to date, the new Air Force Joint Manual 24-204 is implemented into our hazardous materials courses as of 27 Feb 95. **Here are the courses that are taught by or available from our squadron:**

\* **Hazardous Material Preparer Course (Initial) L2AZR2T000-005.** This is a 10-day, group-paced course designed for the preparer of hazardous materials, addressing 49 CFR, 40 CFR, IATA, and the IMDG. Certification by all modes of transportation will be covered. The course is offered in-residence and by our mobile team.

\* **Hazardous Material Preparer Course (Refresher) L6AZS2T000-001.** This Exportable Training Package (ETP) will certify personnel who certify hazardous cargo on a day-to-day basis. It is self-paced, CDC type studyguide that can be ordered by your unit training manager.

\* **Hazardous Material Inspector Course (Initial) L6AZS2T000-000.** Most 2T2X1 (special handling, load planning, etc.) personnel who inspect hazardous materials and documentation fall into this category. This course is available as an ETP. For more information on ETP courses or any other course, contact your MAJCOM training section.

If you have some information that can help us make our courses better, please let us know. We are very interested in your opinion. Real world scenarios make courses more interesting to all. MSgt Ramirez, 345 TRS/TTTA, Lackland AFB, TX (AETC), DSN 473-4917.

**Quality Improvement For Combat Readiness.** Our Combat Readiness and Resources branch, LGTR, has recently incorporated computer based training (CBT) into their overall operations. The people in LGTR, led by TSgt Dennis W. Daubert, have developed several creative ways to use CBT to enhance their operation. The CBT enables the trainees to receive self-paced segment training with approved solutions always on hand. All of these personnel serve important roles to ensure we can effectively and efficiently deploy base personnel. This new initiative uses a personal computer and connects it to a data projections system which displays the image on a wall size screen for classroom use. The CBT brings LGTR up to speed with current technology which will allow our personnel to incorporate changes and updates in hours instead of months. This quality initiative has drastically improved the quality of our overall presentation method for training purposes. TSgt Duabert has taken the CBT beyond the single use method and incorporated it into the classroom, which allows more than one individual to learn about various procedures and they can ask questions that we all learn from. We are continually looking for opportunities to improve our processes and this is just one example. The CBT has helped us already, and we look forward to continued improvements and success. TSgt Dennis Daubert, 42 LGT, Maxwell AFB, AL (AETC), DSN 493-7080.



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